

**Department of Information Services  
CUSTOMER ADVISORY BOARD  
November 26, 2001  
Meeting Minutes**

Attending:

Thomas Bynum, Chair, Employment Security Department  
Nancy Abraham, Department of Transportation  
Jim Albert, Office of the Attorney General  
Jim Eby, Department of Fish and Wildlife  
Sue Fleener, Department of Licensing  
Mike Gray, Department of Corrections  
Bob Griesel, Office of Financial Management  
Phil Grigg, Department of General Administration  
Dennis Jones, Office of Financial Management  
Peter Mann, Employment Security Department  
Sarah Marlowe, Department of Revenue  
Bob Monn, Department of Ecology  
Cathy Munson, Legislative Service Center  
Tom Neitzel, Health Care Authority  
Dan Parsons, Washington State Patrol  
Herb Potter, City of Olympia  
Ron Seymour, Department of Financial Institutions  
Doug Tanabe, Department of Personnel  
Shelagh Taylor, Department of Labor and Industries

DIS Staff:

Gary Robinson, Acting Director  
Paul Taylor, Deputy Director  
Lourdes Collins, Management & Oversight of Strategic Technologies  
Stan Ditterline, Management & Oversight of Strategic Technologies  
Mary Lou Griffith, Management & Oversight of Strategic Technologies  
Dennis Hausman, Management & Oversight of Strategic Technologies  
Dave Kirk, Digital Government Applications Academy  
David Koch, Management & Oversight of Strategic Technologies  
Darlene Kosoff, Computer Services Division  
Mike McVicker, Telecommunications Services Division  
Connie Michener, Management & Oversight of Strategic Technologies  
Laura Parma, Interactive Technologies  
Tom Parma, Management & Oversight of Strategic Technologies  
Paul Piper, Management & Oversight of Strategic Technologies  
Darrel Riffe, Computer Services Division

**Welcome and Introductions:**

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

**Subcommittee Reports:**

Human Resources – Doug Tanabe, Department of Personnel (DOP), stated that the Personnel Resources Board considered an Assignment Pay proposal for business analyst staff at the Employment Security Department. The proposal was submitted by a private representative retained by the employees. Since many other state agencies could be impacted by the proposal, the Personnel Resources Board asked the Department of Personnel staff to work with all interested parties to come up with a mutually acceptable proposal.

Infrastructure – Phil Grigg, Department of General Administration (GA), reported that the Windows 2000 Server has been implemented. A charter has been formulated and interested parties should contact Gregg Arndt at 664-6418 or [gregga@dop.wa.gov](mailto:gregga@dop.wa.gov). The Exchange 2000 project is in draft form. John Ditto of the Forest Applications Developers Committee is heading that project.

The next Infrastructure Subcommittee meeting will be held on December 12.

Paul Taylor, Deputy Director, Department of Information Services (DIS), stated that Labor and Industries (LNI) as well as DIS will recommend a three year PC replacement cycle. The Office of Financial Management (OFM) is working to finalize a date that it will be due back to the legislature.

State/Local Government – Dan Parsons, Washington State Patrol (WSP), had nothing to report.

Rates – Mike McVicker, DIS, stated that the rate model for the Windows 2000 project has identified what degree of service agencies need for directory services. The annual cost will be \$350,000 and will utilize four servers (two in OB2 and two at the Lacey node site), two FTE's, and Alliance support from Microsoft. The rate model, which was approved by the Rates and Services Subcommittee, states that sixty percent of costs will be recovered through a fixed monthly charge to each agency with a variable cost based on agency size. There will be two enterprise wide environments (production and test), with no charge for the test model.

**Executive Ethics Board – Internet Use** – Gary Robinson, DIS, stated that the Ethics Board considered the proposed changes, as they would have put in place a section that would eliminate personal use of the internet, but have concluded not to go forward with that.

Brian Jensen, DIS, stated that personal use of state resources would be a management issue rather than an ethics issue, and language stating that may need to be adopted.

**Relaunched Customer Focussed DIS Website** – Laura Parma, DIS, gave a presentation on the new DIS website and explained the different functions.

**Digital State and Technology Pool Update** – Paul Taylor distributed cards with the symposium schedules and gave a brief summary of the topics to be covered. He encouraged people to log on to the DIS website to register.

After three of the four major categories, Washington State is only 2 points ahead for the Digital State award. Winners will be announced in January.

OFM and DIS have reviewed several projects by several agencies for the Digital Pool. They have \$5 million in authorization with \$7.5 million in actual funds. There are only modest appropriations for the Technology Pool.

**Portfolio II Update** – Stan Ditterline, DIS, stated that an opportunity statement to recommend an update to the current portfolio processes is being drafted and will be presented at the next meeting.

**Domain Name Standards** – Mike McVicker, stated that the Internet Domain Name Standards would go to the Information Services Board for approval on December 6, 2001.

**Best Practices Discussion** – Mike McVicker stated that three viruses have recently come into the state and a better way of communicating with the different agencies is needed. Darlene Kosoff, DIS, said that there is a lack of security education, especially with the small agencies and there is a need for a forum on security issues. She would like each agency to submit a single point of contact to be used in case of viruses, etc.

Jim Albert, AGO, stated that DIS sponsored UW project management courses in the past that were very successful. IPMA recently offered seminars, but some people were turned away due to a large interest in the seminars. He suggested that a Best Practices Subcommittee be formed to extend portfolio practice into project management. Thomas Bynum asked for volunteers for the subcommittee and asked that they send an email to either Jim Albert or himself.

Doug Tanabe inquired as to whether there would be an interest in project management curricula (1-2 day 'crash courses' related to project management) and stated that DOP could do RFP's to obtain instructors.

**Old Business** – Everyone was asked to make certain that their agency is prepared for the Protocol for Privacy Preference (P3P).

Paul Taylor stated that there is a Core Systems Subcommittee meeting scheduled for December 10 at the University of Washington. It will involve policy and best practices from the Academy.

Dave Kirk, DIS, stated that a number of board members will be present. The discussion will include criteria they use for core systems. Weyerhaeuser will speak about profit based systems and administrative services.

Meeting adjourned at 2:50 p.m.